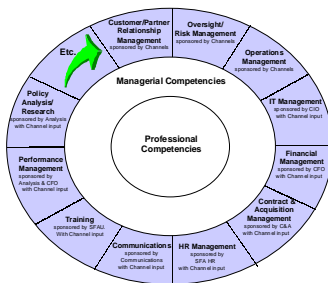




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SFA Competency Dictionary

Functional Competencies Analysis



Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.

Functional Competency	Definition
Policy, Regulation and Legislation Awareness	<ul style="list-style-type: none"> Demonstrates an understanding of the general policies, regulation and legislation principles, laws and jurisprudence regarding SFA Interprets and applies policy, regulation and legislation knowledge appropriately Demonstrates skill in handling resolutions, pleadings and other legal documents in relation to cases
Planning and Budgeting	<ul style="list-style-type: none"> Demonstrates an overall understanding of the planning and budgeting process Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending actively Analyzes and discusses budget implications
Product Knowledge	<ul style="list-style-type: none"> Demonstrates ability to apply product knowledge to resolve customer questions and/or problems Demonstrates an understanding of SFA's programs and products Demonstrates the ability to remain current on product and program guidelines Demonstrates ability to identify and access communication



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SFA Competency Dictionary

Functional Competency	Definition
	vehicles that describe SFA's products
Product Development	<ul style="list-style-type: none">• Demonstrates the ability to develop proposed statutory changes to Title IV programs• Demonstrates the ability to coordinate the cross-channel direction for Title IV programs• Demonstrates the ability to assess the feasibility of adopting new or revised regulations
Office Administration	<ul style="list-style-type: none">• Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations
Research and Analysis	<ul style="list-style-type: none">• Demonstrates an understanding of basic research concepts, principles and methods• Demonstrates an understanding of specific information sources and methods of information gathering to make fact-based decisions• Utilizes analytical skills in assessing and evaluating information to identify trends and potential issues• Demonstrates ability to collect and validate internal and external data and provide analytical support by drawing conclusions from the information
Statistics	<ul style="list-style-type: none">• Demonstrates an understanding of basic math, calculus, and statistics• Demonstrates the ability to apply statistical and mathematical principles in forecasting and programming• Demonstrates the ability to organize data into tabular/graphical forms as is required for analysis and interpretation
Strategic Planning	<ul style="list-style-type: none">• Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations• Demonstrates the ability to prepare materials and coordinate activities related to planning/review sessions and management meetings• Demonstrates the ability to develop organizational plans that include objectives, strategies, action steps and responsibilities



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SFA Competency Dictionary

Functional Competency	Definition
Program Evaluation	<ul style="list-style-type: none">• Demonstrates the ability to monitor and analyze organization performance based on set performance objectives and metrics• Demonstrates the ability to evaluate the manner and extent to which SFA's programs are achieving their objectives• Demonstrates the ability to recommend alternative program designs based on review of program
Contract Management	<ul style="list-style-type: none">• Demonstrates an understanding of the contract management vision of SFA• Demonstrates an understanding of contract management concepts, procedures and regulations• Ensures compliance with government contracting regulations• Applies the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's needs and objectives• Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes• Demonstrates skill in working with vendors to lower the costs associated with technology and processes
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